



DEPARTMENT OF THE ARMY
HEADQUARTERS UNITED STATES ARMY ARMOR CENTER AND FORT KNOX
FORT KNOX KENTUCKY 40121-5000

Expires 6 February 2003

REPLY TO
ATTENTION OF

ATZK-RMB (37a)

6 February 2001

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: USAARMC Policy Memo No. 1-01 – Army Individual Travel Card Delinquency

1. Reference DoD Financial Management Regulation, Volume 9, Chapters 2 and 3, December 1996.
2. The Vice Chief of Staff of the Army has directed delinquent accounts be cut in half by the end of March 2001. His goal is to reduce delinquency rates to no more than 4 percent of all cardholders.
3. Commanders must reduce and prevent travel card delinquency through command emphasis and aggressive management. Card misuse and delinquency will not be tolerated. The travel card will be used for official travel only. Commanders must ensure travel vouchers are filed promptly and charges paid upon receipt of the monthly billing statement.
4. All cardholder applications require cardholder's acknowledgment that they have read and understand, and agree to the terms and conditions of the agreement. Cardholders also sign a Statement of Understanding of the terms and conditions of the agreement which is filed with the cardholder application.
5. All in- and out-processing requirements will include your travel agency program coordinator (APC). The APCs will check with Bank of America for personnel who are retiring, separating, PCSing etc., and ensure payment has been made before cardholders out process. The APCs will deactivate the cards of all personnel upon PCS, separation, or retirement, except for those personnel who are performing TDY duty enroute on PCS orders.
6. The Directorate of Resource Management will continue to report delinquent cardholders to the Chief of Staff monthly. The Chief of Staff will continue to forward these lists to commanders and directors. Commanders and directors will counsel, in writing, all cardholders who have delinquent charges over 60 days past due or who misuse their card. Commanders and directors will report to me in writing the corrective action they have taken with each cardholder who is delinquent by 60 or more days. I want you to be careful with this. You will not conduct adverse counseling with an individual if the problem is with reimbursements. You must find out what the problem is.

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7. Commanders and directors may use the full range of corrective measures to ensure undisputed debts incurred on government business are paid. Commanders should revoke card privileges of soldiers and civilians who intentionally misuse their cards or who are delinquent in payment for no valid reason.

8. This should not just become a monthly paperwork drill. Credit card delinquency is an indicator of one or two things; financial troubles or a failure of the travel settlement process. Both are commander's issues. If a soldier or civilian is in credit difficulty they need help. Their lives will only get worse if their financial problems aren't addressed. If a claimant has not been reimbursed, commanders must energize their staff to find out what the problem is and get the settlement voucher fixed. Use the delinquency list as an additional internal control to ensure your soldiers and civilians are being taken care of. This is not the staff's problem – this is Green Tab business. Get involved and fix it.

9. In the event of misuse of the card or willful nonpayment not corrected within 14 days after counseling, you must consider corrective actions:

a. Military: Reprimand, administrative elimination, and/or initiation of Uniform Code of Military Justice (UCMJ) proceedings depending on the specific facts.

b. Civilian: Coordinate disciplinary action with Civilian Personnel Advisory Center (CPAC) and supporting labor counsel.

10. Travel card delinquency reflects poorly on the Army and will result in long-term damage to soldier and civilian employee credit ratings. I expect commanders and directors to address this issue and reduce delinquency rates to less than 4 percent NLT June 2001.

FOR THE COMMANDER:



GEORGE EDWARDS

Colonel, GS
Chief of Staff

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